

**Request for Proposals #10-002
Customer Satisfaction Evaluation
Questions and Answers**

Question #1: On page 8, the RFP indicates: “The Network intends to utilize the data to assess and report results to its Board of Directors and other around the following: ... The Region’s projected performance on the WIA Performance Indicators”. What are those Performance Indicators?

Answer: The Workforce Investment Act Performance Indicators are:

For Adults & Dislocated Workers:

- Entered Employment Rate
- Retention Rate
- Average Earnings

For Youth:

- Placement in Employment or Education
- Attainment of Degree or Certificate
- Literacy or Numeracy Gains

Question #2: The RFP indicates: “Data collection may involve online survey, point of contact questions, survey mail-in, or a combination thereof”. To clarify, does the point of contact piece mean that job seekers might complete some surveys on-site?

Answer: Yes. Job seekers might complete some surveys on-site.

Question #3: Has the survey work as described in the RFP been performed at any time in the past? If yes, by whom?

Answer: No.

Question #4: Must the proposer have experience with the American Customer Satisfaction Index (ACSI) survey methodology to be considered a viable candidate and/or as responsive to the RFP?

Answer: Selected vendor from this RFP shall utilize the ACSI survey methodology or similar standard in conducting and analyzing customer satisfaction surveys.